IN THE CLAIMS:

1. (Currently Amended) A method for creating a process-driven knowledge activation system, said method comprising the following steps:

creating a process model comprising one or more elements;

associating at appropriate points within processes in said model a collection of symbols representing ~~the~~ resources that will be required by ~~it's~~ a user to be effective~~;~~ ;

auditing and tracing the usage of said symbols across the model ~~being auditable and traceable~~ through a mechanism of dependency analysis within the ~~modelling~~ modeling tool;

mapping said symbols associated with the process that requires them to electronically-stored knowledge resources;

generating a process-driven knowledge activation system comprising said one or more symbols or textual representation of said symbols associated with said processes linked to said knowledge resources;

said system revealing to the user, through a graphical user interface, on clicking on a process, the associated relevant knowledge resource symbols or textual representation of said symbols, the appropriate resource then being presented to the user on the click of said symbols or textual representation of said symbols~~;~~ ; and

repeating periodically the above steps in a review cycle in which the process models and resources of the process driven knowledge activation system are revised and re-published.

2. (Original) A method according to claim 1 wherein the process model is part of a set of general purpose graphical business models.

3. (Original) A method according to claim 1 wherein the process models are accessible via a web browser.

4. (Original) A method according to claim 1 wherein the one or more elements of the process model are provided in a tool which uniquely identifies each element and maps each element to the one or more knowledge resources.

5. (Original) A method according to claim 1 wherein the knowledge resource symbols can be queried within a tool to ascertain for each, the set of processes with a requirement of said symbol's corresponding resource, so facilitating a process of resource change management.

6. (Currently Amended) A method for creating a process-driven knowledge activation system, said method comprising the following steps:

creating a process model of a system comprising one or more elements being part of a general purpose graphical business model, said model accessible via a web browser;

associating at appropriate points within processes in said model a collection of symbols representing the resources that will be required by ~~it's~~ a user to be effective,

auditing and tracing the usage of said symbols across the model ~~being auditable and traceable~~ through a mechanism of dependency analysis within the modeling tool;

mapping said symbols to electronic knowledge resources stored in a file store;

generating a process-driven knowledge activation system comprising said one or more symbols or named links associated with said processes linked to said knowledge resources; ~~and~~

said system revealing to the user, on clicking on a process, the associated knowledge resource symbols, the appropriate resource then being presented to the user on the click of said symbols or links~~:~~; and

repeating periodically the above steps in a review cycle in which the process models and resources of the process driven knowledge activation system are revised and re-published.

7. (Previously Presented) A process model according to Claim 6 wherein the process model is illustrated on a display screen and the elements can be selected by any conventional PC based user control system.

8. (Previously Presented) A process model according to claim 6 wherein the knowledge resources are accessed by the user selection of one or more of the symbols or links representing these resources from within the process model or definition and an appropriate display is generated for any associated knowledge resource.

9. (Previously Presented) A process model according to claim 6 wherein a modeler/user follows the method to create a set of general purpose graphical business models containing various linked elements in a tool, said tool able to generate models which are accessible via a web browser and which links the knowledge resource symbols in the browser by uniquely identifying each element and its corresponding web page.

10. (Previously Presented) A process model according to claim 9 wherein the model maps knowledge resource symbols (associated with a process that requires them) to their corresponding knowledge resources.

11. (Previously Presented) A business or process model, said model comprising a number of process model elements which in conjunction represent the model and wherein at least one of the elements is linked to a number of resources which can be selectively accessed by a user of the model and said resources linked to a particular element are made available to the user following the user choosing the particular element.

12. (Previously Presented) A model according to claim 11 wherein the model is displayed on a display screen and the user can interact with said model using a suitable control tool to select one or a number of the elements which make up the model.

13. (Previously Presented) A model according to claim 12 wherein upon selection of an element if there are any resources linked thereto in the model, the same are represented on the display screen and thereafter selectable by the user.

14. (Previously Presented) A model according to claim 13 wherein upon selection of a resource the resource is accessed and made available for use by the user.

15. (Previously Presented) A model according to claim 14 wherein the selected resources can

only be accessed by the user via the business or process model and the prior selection of an element of the same.

16. (Previously Presented) A model according to claim 11 wherein the usage of the elements and resources of the model can be traced to a particular user by the model administrator.

17. (Previously Presented) A model according to claim 11 wherein said model graphically represented on a display screen and including a series of model elements and a series of resources, said resources, or representations thereof linked to elements and revealed to the user upon the user selecting an element, the associated resources then presented to the user for selection, and, upon selection, accessible to the user.

18. (Previously Presented) A model according to claim 1 wherein said model graphically represented on a display screen and including a series of model elements and a series of resources, said resources, or representations thereof linked to elements and revealed to the user upon the user selecting an element, the associated resources then presented to the user for selection, and, upon selection, accessible to the user.

19. (Previously Presented) A model according to claim 6 wherein said model graphically represented on a display screen and including a series of model elements and a series of resources, said resources, or representations thereof linked to elements and revealed to the user upon the user selecting an element, the associated resources then presented to the user for selection, and, upon selection, accessible to the user.

20 (Withdrawn) A process driven knowledge activation system, said system comprising:

one or more process model elements represented to a user via a graphical interface;

a plurality of electronically-stored knowledge resources containing information characterizing the deliver of the process model elements within the process model; and

a collection of symbols, each symbol being associated with one or more process model elements and being mapped to the electronically-stored knowledge resources such that upon selection of the symbol associated with one process element the appropriate knowledge resource is made available to the user, wherein the mapping of the symbols onto the electronically stored knowledge resources is traceable via dependency analysis tools so as to allow relationship between knowledge resources and process model elements to be determined and implemented at the time of forming the process model for all of the process model elements required to appear in the model and to allow the model to be updated as necessary over time.